

**AMENDMENTS TO THE CLAIMS:**

This listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for routing a communication to a preferred device, comprising:

~~intercepting~~ receiving a communication from a calling party to a device associated with a particular user;

~~receiving~~ accessing information pertaining to the communication;

retrieving data corresponding to the user using the received information pertaining to the communication;

determining a preferred device of the user based on the retrieved data;

determining whether the preferred device of the user requires a different data format than a device used by the calling party to initiate the communication;

~~reformatting the communication to match the data format of the preferred device-  
if the preferred device requires a different data format; and~~

~~routing the communication~~ sending contact information for the calling party to the preferred device of the user in the data format of the preferred device, when the preferred device of the user requires a different data format than the device used by the calling party to initiate the communication.

2. (Original) The method of claim 1, wherein retrieving data comprises:

accessing a database for call preference information corresponding to the user.

3. (Original) The method of claim 2, wherein the call preference information comprises an indication of a device to which communications should be forwarded.

4. (Original) The method of claim 2, wherein determining a preferred device comprises:

specifying the preferred device to be a device indicated in the call preference information.

5. (Original) The method of claim 1, wherein determining a preferred device comprises:

specifying the preferred device to be a predetermined default device.

6. (Original) The method of claim 1, wherein determining a preferred device comprises:

specifying the preferred device to be a device last used by the user.

7. (Original) The method of claim 1, wherein determining a preferred device comprises:

specifying the preferred device based on information reflecting a time period during which a particular device is the preferred device.

8. (Original) The method of claim 1, comprising:

determining whether the user is associated with a do not disturb mode.

9. (Original) The method of claim 8, comprising:

routing the communication to voice mail based on a determination that the user is associated with a do not disturb mode.

10. (Previously Presented) The method of claim 1, comprising:

routing the communication to the preferred device without reformatting the communication if the preferred device does not require a different data format.

11. (Previously Presented) The method of claim 1, wherein the data format of the device of the calling party comprises voice data and the data format of the preferred device of the user comprises text data, or vice versa.

12. (Currently Amended) The method of claim 1, further comprising ~~wherein reformatting the communication comprises:~~

sending a request for the data format of the device used by the calling party; ~~and receiving the reformatted communication from the device used by the calling party.~~

13. (Currently Amended) The method of claim 12, comprising:

providing the device associated with the calling party with a graphical interface for use in entering the ~~reformatted~~ communication.

14. (Currently Amended) The method of claim 1, further comprising wherein  
~~reformatting the communication comprises:~~

automatically converting incoming data associated with the communication to  
new incoming data with the data format of the preferred device of the user.

15-16. (Canceled)

17. (Currently Amended) A method for routing a communication to a preferred  
device, comprising:

receiving information pertaining to a communication to a user from a calling  
party, the communication to the user being initiated by an action of the calling party on a  
data network;

retrieving data corresponding to the user using the information pertaining to the  
communication;

determining a preferred device of the user based on the retrieved data;

~~initiating a first call to a device of the calling party;~~

~~initiating a second call to the preferred device of the user;~~

determining whether the preferred device of the user requires a different data  
format than a device used by the calling party ~~to initiate the communication; and~~

sending information to the calling party indicating that the calling party should  
contact the user at the preferred device of the user, when the preferred device of the  
user requires a different data format than the device used by the calling party

~~reformatting the communication to match the data format of the preferred device~~  
~~if the preferred device requires a different data format; and~~  
~~connecting the first call to the second call in the data format of the preferred~~  
~~device.~~

18. (Original) The method of claim 17, wherein the action comprises clicking on a hyperlink.

19. (Original) The method of claim 17, wherein retrieving data comprises:  
obtaining, from a database, call preference information corresponding to the user.

20. (Original) The method of claim 19, wherein the call preference information comprises an indication of a device to which communications should be forwarded.

21. (Original) The method of claim 19, wherein determining a preferred device comprises:  
specifying the preferred device to be a device indicated in the call preference information.

22. (Original) The method of claim 17, wherein determining a preferred device comprises:  
specifying the preferred device to be a predetermined default device.

23. (Original) The method of claim 17, wherein determining a preferred device comprises:

specifying the preferred device to be a device last used by the user.

24. (Original) The method of claim 17, wherein determining a preferred device comprises:

specifying the preferred device based on information reflecting a time period during which a particular device is the preferred device.

25. (Original) The method of claim 17, comprising:

retrieving data corresponding to the calling party; and

determining a preferred device of the calling party based on the retrieved data.

26. (Original) The method of claim 25, wherein retrieving data corresponding to the calling party comprises:

accessing a database for call preference information corresponding to the calling party.

27. (Original) The method of claim 26, wherein the call preference information corresponding to the calling party comprises an indication of a device to which communications to the calling party should be forwarded.

28. (Original) The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device of the calling party to be a device indicated in the call preference information.

29. (Original) The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device of the calling party to be a predetermined default device.

30. (Original) The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device of the calling party to be a device last used by the calling party.

31. (Original) The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device of the calling party based on information reflecting a time period during which a particular device is the preferred device of the calling party.

32. (Canceled)

33. (Original) The method of claim 17, comprising:

determining whether the user is associated with a do not disturb mode.

34. (Original) The method of claim 33, comprising:

routing the first call to voice mail based on a determination that the user is associated with a do not disturb mode.

35. (Canceled)

36. (Previously Presented) The method of claim 17, wherein the data format of the device of the calling party comprises voice data and the data format of the preferred device of the user comprises text data, or vice versa.

37. (Currently Amended) The method of claim 36, further comprising wherein ~~reformatting the communication comprises:~~

sending a request for the data format of ~~[[the]]~~ a preferred device of the calling party; ~~and~~

~~receiving the reformatted communication from the device used by the calling party.~~

38. (Currently Amended) The method of claim 37, comprising:

providing the preferred device of the calling party with a graphical interface for use in entering the reformatted communication.



39. (Currently Amended) The method of claim 17, further comprising wherein  
~~reformatting the communication comprises:~~

automatically converting incoming data associated with the first call to new  
incoming data with the data format of the preferred device of the user.

40-51. (Canceled)

52. (Currently Amended) An apparatus for routing a communication to a  
preferred device, comprising:

means for receiving ~~intercepting~~ a communication from a calling party to a device  
associated with a particular user;

means for accessing ~~receiving~~ information pertaining to the communication;

means for retrieving data corresponding to the user using information pertaining  
to the communication;

means for determining a preferred device of the user based on the retrieved  
data;

means for determining whether the preferred device of the user requires a  
different data format than a device used by the calling party to initiate the  
communication;

~~means for reformatting the communication to match the data format of the  
preferred device if the preferred device requires a different data format; and~~

means for ~~routing~~ sending contact information for the calling party to the  
communication to the preferred device of the user in the data format of the preferred

device, when the preferred device of the user requires a different data format than the device used by the calling party to initiate the communication.

53. (Original) The apparatus of claim 52, the means for retrieving comprising:  
means for accessing a database for call preference information corresponding to  
the user.

54. (Original) The apparatus of claim 53, wherein the call preference information  
comprises an indication of a device to which communications should be forwarded.

55. (Currently Amended) The apparatus of claim 53, the means for determining  
a preferred device of the user comprising:  
means for specifying the preferred device to be a device indicated in the call  
preference information.

56. (Currently Amended) The apparatus of claim 52, the means for determining  
a preferred device of the user comprising:  
means for specifying the preferred device to be a predetermined default device.

57. (Currently Amended) The apparatus of claim 52, the means for determining  
a preferred device of the user comprising:  
means for specifying the preferred device to be a device last used by the user.

58. (Currently Amended) The apparatus of claim 52, the means for determining a preferred device of the user comprising:

means for specifying the preferred device based on information reflecting a time period during which a particular device is the preferred device.

59. (Original) The apparatus of claim 52, comprising:

means for determining whether the user is associated with a do not disturb mode.

60. (Original) The apparatus of claim 59, comprising:

means for routing the communication to voice mail based on a determination that the user is associated with a do not disturb mode.

61. (Previously Presented) The apparatus of claim 52, the means for routing comprising:

means for forwarding the communication to the preferred device without reformatting the communication if the preferred device does not require a different data format.

62. (Previously Presented) The apparatus of claim 52, wherein the data format of the device of the calling party comprises voice data and the data format of the preferred device of the user comprises text data, or vice versa.

63. (Currently Amended) The apparatus of claim 52, ~~the means for reformatting the communication~~ comprising:

means for sending a request for the data format of the device used by the calling party; and

~~means for receiving the reformatted communication from the device used by the calling party.~~

64. (Currently Amended) The apparatus of claim 63, comprising:

means for providing the device associated with the calling party with a graphical interface for use in entering the ~~reformatted~~ communication.

65. (Currently Amended) The apparatus of claim 62, ~~the means for reformatting the communication~~ comprising:

means for automatically converting incoming data associated with the communication to new incoming data with a the data format of the preferred device of the user.

67. (Canceled)

68. (Currently Amended) An apparatus for routing a communication to a preferred device, comprising:

means for receiving information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network;

means for retrieving data corresponding to the user using the information pertaining to the communication;

means for determining a preferred device of the user based on the retrieved data;

~~means for initiating a first call to a device of the calling party;~~

~~means for initiating a second call to the preferred device of the user;~~

means for determining whether the preferred device of the user requires a different data format than a device used by the calling party ~~to initiate the communication;~~ and

means for sending information to the calling party indicating that the calling party should contact the user at the preferred device of the user, when the preferred device of the user requires a different data format than the device used by the calling party

~~means for reformatting the communication to match the data format of the preferred device if the preferred device requires a different data format; and~~

~~means for connecting the first call to the second call in the data format of the preferred device.~~

69. (Original) The apparatus of claim 68, wherein the action comprises clicking on a hyperlink.

70. (Original) The apparatus of claim 68, the means for retrieving comprising:  
means for accessing a database for call preference information corresponding to  
the user.

71. (Original) The apparatus of claim 70, wherein the call preference information  
comprises an indication of a device to which communications should be forwarded.

72. (Currently Amended) The apparatus of claim 70, the means for determining  
a preferred device of the user comprising:  
means for specifying the preferred device to be a device indicated in the call  
preference information.

73. (Currently Amended) The apparatus of claim 68, the means for determining  
a preferred device of the user comprising:  
means for specifying the preferred device to be a predetermined default device.

74. (Currently Amended) The apparatus of claim 68, the means for determining  
a preferred device of the user comprising:  
means for specifying the preferred device to be a device last used by the user.

75. (Currently Amended) The apparatus of claim 68, the means for determining  
a preferred device of the user comprising:

means for specifying the preferred device based on information reflecting a time period during which a particular device is the preferred device.

76. (Original) The apparatus of claim 68, comprising:  
means for retrieving data corresponding to the calling party; and  
means for determining a preferred device of the calling party based on the retrieved data.

77. (Original) The apparatus of claim 76, the means for retrieving data corresponding to the calling party comprising:  
means for accessing a database for call preference information corresponding to the calling party.

78. (Original) The apparatus of claim 77, wherein the call preference information corresponding to the calling party comprises an indication of a device to which communications to the calling party should be forwarded.

79. (Original) The apparatus of claim 76, the means for determining a preferred device of the calling party comprising:  
means for specifying the preferred device of the calling party to be a device indicated in the call preference information.

80. (Original) The apparatus of claim 76, the means for determining a preferred device of the calling party comprising:

means for specifying the preferred device of the calling party to be a predetermined default device.

81. (Original) The apparatus of claim 76, the means for determining a preferred device of the calling party comprising:

means for specifying the preferred device of the calling party to be a device last used by the calling party.

82. (Original) The apparatus of claim 76, the means for determining a preferred device of the calling party comprising:

means for specifying the preferred device of the calling party based on information reflecting a time period during which a particular device is the preferred device of the calling party.

83. (Canceled)

84. (Original) The apparatus of claim 68, comprising:

means for determining whether the user is associated with a do not disturb mode.

85. (Original) The apparatus of claim 84, comprising:



means for routing the first call to voice mail based on a determination that the user is associated with a do not disturb mode.

86. (Canceled)

87. (Previously Presented) The apparatus of claim 68, wherein the data format of the device of the calling party comprises voice data and the data format of the preferred device of the user comprises text data, or vice versa.

88. (Currently Amended) The apparatus of claim 87, further ~~the means for reformatting the communication~~ comprising:

means for sending a request for the data format of the preferred device of the calling party; ~~and~~

~~means for receiving the reformatted communication from the device used by the calling party.~~

89. (Currently Amended) The apparatus of claim 88, comprising:

means for providing the preferred device of the calling party with a graphical interface for use in entering the ~~reformatted~~ communication.

90. (Currently Amended) The apparatus of claim 68, further ~~the means for reformatting the communication~~ comprising:

means for automatically converting incoming data associated with the first call to new incoming data with the data format of ~~[[the]]~~ a preferred device of the user.

91-102. (Canceled)

103. (Currently Amended) An apparatus for routing a communication to a preferred device, comprising:

a memory having a program that receives ~~intercepts~~ a communication from a calling party to a device associated with a particular user, ~~receives~~ accesses information pertaining to the communication, retrieves data corresponding to the user using the information pertaining to the communication, determines a preferred device of the user based on the retrieved data, determines whether the preferred device of the user requires a different data format than a device used by the calling party to initiate the communication, ~~reformats the communication to match the data format of the preferred device if the preferred device requires a different data format, and routes the communication~~ and sends contact information for the calling party to the preferred device of the user in the data format of the preferred device when the preferred device of the user requires a different data format than the device used by the calling party to initiate the communication; and

a processor that runs the program.

104. (Currently Amended) An apparatus for routing a communication to a preferred device, comprising:

a memory having a program that: receives information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network; retrieves data corresponding to the user using the received information pertaining to the communication; determines a preferred device of the user based on the retrieved data; ~~initiates a first call to a device of the calling party; initiates a second call to the preferred device of the user;~~ determines whether the preferred device of the user requires a different data format than a device used by the calling party; and sends information to the calling party indicating that the calling party should contact the user at the preferred device of the user, when the preferred device of the user requires a different data format than the device used by the calling party ~~to initiate the communication; reformats the communication to match the data format of the preferred device if the preferred device requires a different data format; and connects the first call to the second call in the data format of the preferred device;~~ and

a processor that runs the program.

105. (Canceled)

106. (Currently Amended) A computer-readable medium encoded with instructions capable of being executed by a computer for routing a communication to a preferred device, the instructions comprising:

~~intercepting~~ receiving a communication from a calling party to a device associated with a particular user;

receiving accessing information pertaining to the communication;  
retrieving data corresponding to the user using the information pertaining to the communication;  
determining a preferred device of the user based on the retrieved data;  
determining whether the preferred device of the user requires a different data format than a device used by the calling party to initiate the communication;  
~~reformatting the communication to match the data format of the preferred device if the preferred device requires a different data format; and~~  
~~routing the communication~~ sending contact information for the calling party to the preferred device of the user in the data format of the preferred device, when the preferred device of the user requires a different data format than the device used by the calling party to initiate the communication.

107. (Currently Amended) A computer-readable medium encoded with instructions capable of being executed by a computer for routing a communication to a preferred device, the instructions comprising:

receiving information pertaining to a communication to a user from a calling party, the communication to the user being initiated by an action of the calling party on a data network;  
retrieving data corresponding to the user using the received information pertaining to the communication;  
determining a preferred device of the user based on the retrieved data;  
~~initiating a first call to a device of the calling party;~~

~~initiating a second call to the preferred device of the user;~~  
~~determining whether the preferred device of the user requires a different data format than a device used by the calling party to initiate the communication; and~~  
~~sending information to the calling party indicating that the calling party should contact the user at the preferred device of the user, when the preferred device of the user requires a different data format than the device used by the calling party~~  
~~reformatting the communication to match the data format of the preferred device if the preferred device requires a different data format; and~~  
~~connecting the first call to the second call in the data format of the preferred device.~~

108. (Canceled)

109. (Currently Amended) An apparatus for routing a communication to a preferred device, comprising:

a first server operable to receive ~~intercept~~ a communication from a calling party to a device associated with a particular user, access ~~receive~~ information pertaining to the communication, retrieve data corresponding to the user using the information pertaining to the communication, and determine a preferred device of the user based on the retrieved data, determine whether the preferred device of the user requires a different data format than a device used by the calling party to initiate the communication, ~~and reformat the communication to match the data format of the preferred device if the preferred device requires a different data format; and~~

a second server operable to ~~route the communication~~ send contact information  
for the calling party to the preferred device of the user in the data format of the preferred  
device, when the preferred device of the user requires a different data format than the  
device used by the calling party to initiate the communication

110. (Currently Amended) An apparatus for routing a communication to a  
preferred device, comprising:

a first server operable to: receive information pertaining to a communication to a  
user from a calling party, the communication to the user being initiated by an action of  
the calling party on a data network; retrieve data corresponding to the user using the  
received information pertaining to the communication; determine a preferred device of  
the user based on the retrieved data; and determine whether the preferred device of the  
user requires a different data format than a device used by the calling party; and

a second server operable to send information to the calling party indicating that  
the calling party should contact the user at the preferred device of the user, when the  
preferred device of the user requires a different data format than the device used by the  
calling part ~~initiate a first call to a device of the calling party and initiate a second call to~~  
~~the preferred device of the user, wherein~~

~~the first server determines whether the preferred device of the user requires a~~  
~~different data format than a device used by the calling party to initiate the~~  
~~communication and, if so, reformats the communication to match the data format of the~~  
~~preferred device, and the second server connects the first call to the second call based~~  
~~on the ascertaining.~~

111. (Canceled)

112. (Currently Amended) A system for routing a communication to a preferred device, comprising:

a voice network;

a data network; and

a service center operable to: ~~intercept~~ receive a communication from a calling party to a device associated with a user; ~~receive~~ access information pertaining to the communication; retrieve data corresponding to the user using the information pertaining to the communication; determine a preferred device of the user based on the retrieved data, wherein the preferred device is one of a plurality of devices associated with the user; ~~determines~~ determine whether the preferred device of the user requires a different data format than a device used by the calling party to initiate the communication; ~~reformats the communication to match the data format of the preferred device if the preferred device requires a different data format; and routes the communication~~ send contact information for the calling party to the preferred device of the user in the data format of the preferred device, when the preferred device of the user requires a different data format than the device used by the calling party to initiate the communication.

113. (Currently Amended) A system for routing a communication to a preferred device, comprising:

a voice network;

a data network; and

a service center operable to: receive information pertaining to a communication to the user from a calling party, the communication to the user being initiated by an action of the calling party on the data network; retrieve data corresponding to the user using the received information pertaining to the communication; determine a preferred device of the user based on the retrieved data, wherein the preferred device is one of a plurality of devices associated with the user; ~~initiate a first call to a device of the calling party; initiate a second call to the preferred device of the user;~~ determine whether the preferred device of the user requires a different data format than a device used by the calling party ~~to initiate the communication;~~ and send information to the calling party indicating that the calling party should contact the user at the preferred device of the user, when the preferred device of the user requires a different data format than the device used by the calling party ~~reformat the communication to match the data format of the preferred device if the preferred device requires a different data format; and connect the first call to the second call in the data format of the preferred device.~~

114. (Canceled)

115. (Previously Presented) The method of claim 1, wherein determining a preferred device comprises:

specifying the preferred device based on information reflecting the user's location.



116. (Previously Presented) The method of claim 17, wherein determining a preferred device comprises:

specifying the preferred device based on information reflecting the user's location.

117. (Previously Presented) The method of claim 25, wherein determining a preferred device of the calling party comprises:

specifying the preferred device based on information reflecting the calling party's location.

118. (Currently Amended) The apparatus of claim 52, the means for determining a preferred device of the user comprising:

means for specifying the preferred device based on information reflecting the user's location.

119. (Currently Amended) The apparatus of claim 68, the means for determining a preferred device of the user comprising:

means for specifying the preferred device based on information reflecting the user's location.

120. (Previously Presented) The apparatus of claim 76, the means for determining a preferred device of the calling party comprising:

means for specifying the preferred device based on information reflecting the calling party's location.

121. (Currently Amended) The method of claim 29, wherein the predetermined default device is the device used by the calling party ~~to initiate the communication.~~

122. (Currently Amended) The apparatus of claim 80, wherein the predetermined default device is the device used by the calling party ~~to initiate the communication.~~

123. (Currently Amended) The method of claim 1, wherein receiving ~~intercepting~~ a communication comprises:

detecting the communication from the calling party; and  
intercepting the communication upon detecting an intercept trigger associated with the communication.

124. (Currently Amended) The apparatus of claim 52, the means for receiving ~~intercepting~~ a communication comprising:

means for detecting the communication from the calling party; and  
means for intercepting the communication upon detecting an intercept trigger associated with the communication.

125. (Previously Presented) The method of claim 12, wherein sending a request comprises:

presenting an appropriate overlay to communicate with the preferred device of the user.

126. (Previously Presented) The method of claim 37, wherein sending a request comprises:

presenting an appropriate overlay to communicate with the preferred device of the user.

127. (Previously Presented) The apparatus of claim 63, the means for sending a request comprising:

means for presenting an appropriate overlay to communicate with the preferred device of the user.

128. (Previously Presented) The apparatus of claim 88, the means for sending a request comprising:

means for presenting an appropriate overlay to communicate with the preferred device of the user.

129. (Canceled)